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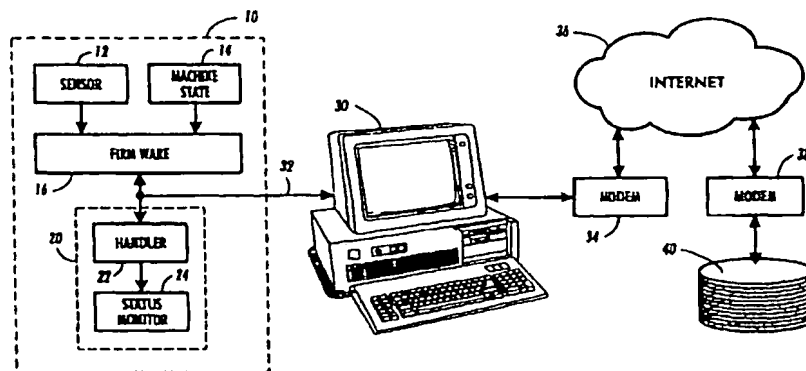
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(54) Method and apparatus for supporting a user

(57) A method of providing support to a user of a computer peripheral includes sensing a peripheral indicia at a computer and registering the peripheral and downloading from a server additional information about the peripheral based on the peripheral indicia. The peripheral indicia includes any of a model number, a part number, a serial number, a date of manufacturer and a configuration indicia. Registering the peripheral is per-

formed by launching a communications browser to connect to the server. The method also senses a peripheral condition at the computer where the peripheral condition includes either an error code or a code indicative of a consumable reaching a predetermined threshold or both. This method accesses the server at an address defined by the peripheral condition, and the server provides the browser with additional information about the peripheral condition.

**FIG. 2****EP 1 085 442 A3**



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Application Number
EP 00 30 7970

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